

District of Columbia Fire and Emergency Medical Services Department Patient Survey Results (Counts) - FY 2016 (10/1/2015 to 9/30/2016)

Category	Survey Question	Very Slow	Slow	Acceptable	Fast	Very Fast	Can't Answer	Blank
RESPONSE TIME	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?	18	51	254	453	622	138	38
Category	Survey Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Can't Answer	Blank
PROFESSIONALISM	Did Fire and EMS personnel look and act professional?	24	22	81	387	996	41	23
COMPETENCE	Did Fire and EMS personnel seem competent and knowledgeable performing their duties?	24	19	90	355	1,020	41	25
ATTITUDE	Did Fire and EMS personnel act courteous and respectful?	35	19	74	293	1,087	43	23
INTERACTION WITH PATIENT	Did Fire and EMS personnel keep you informed about what they were doing?	35	29	118	352	959	56	25
EMPATHY FOR PATIENT	Did Fire and EMS personnel show concern about your comfort during transport to the hospital?	43	30	117	317	983	57	27
EMPATHY FOR FAMILY	Did fire and EMS personnel show concern for your family members?	32	23	107	232	771	341	68
Category	Survey Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Can't Answer	Blank
OVERALL SATISFACTION	Overall, how satisfied were you with the services you received?	37	33	65	340	1,025	32	42
Category	Survey Question	Very Long	Long	Acceptable	Short	Very Short	Can't Answer	Blank
HOSPITAL TRANSFER TIME	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?	45	73	281	294	781	66	34

District of Columbia Fire and Emergency Medical Services Department Patient Survey Results (Percentages) - FY 2016 (10/1/2015 to 9/30/2016)

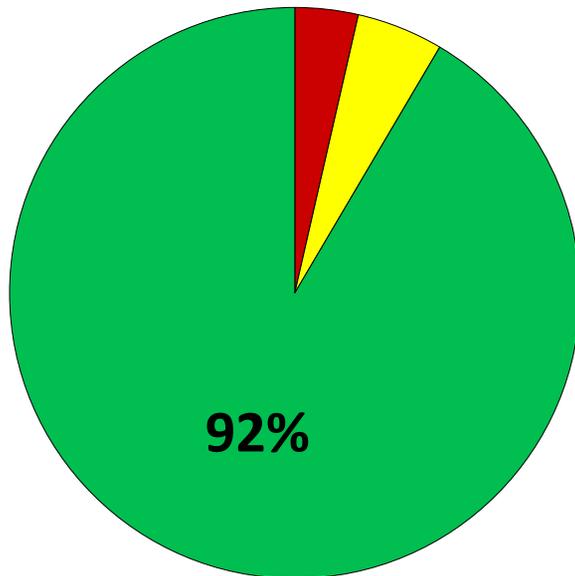
Category	Survey Question	Very Slow	Slow	Acceptable	Fast	Very Fast	Answered	Not Answered
RESPONSE TIME	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?	1%	4%	18%	32%	44%	1,398	176
Category	Survey Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Answered	Not Answered
PROFESSIONALISM	Did Fire and EMS personnel look and act professional?	2%	1%	5%	26%	66%	1,510	64
COMPETENCE	Did Fire and EMS personnel seem competent and knowledgeable performing their duties?	2%	1%	6%	24%	68%	1,508	66
ATTITUDE	Did Fire and EMS personnel act courteous and respectful?	2%	1%	5%	19%	72%	1,508	66
INTERACTION WITH PATIENT	Did Fire and EMS personnel keep you informed about what they were doing?	2%	2%	8%	24%	64%	1,493	81
EMPATHY FOR PATIENT	Did Fire and EMS personnel show concern about your comfort during transport to the hospital?	3%	2%	8%	21%	66%	1,490	84
EMPATHY FOR FAMILY	Did fire and EMS personnel show concern for your family members?	3%	2%	9%	20%	66%	1,165	409
Category	Survey Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Answered	Not Answered
OVERALL SATISFACTION	Overall, how satisfied were you with the services you received?	2%	2%	4%	23%	68%	1,500	74
Category	Survey Question	Very Long	Long	Acceptable	Short	Very Short	Answered	Not Answered
HOSPITAL TRANSFER TIME	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?	3%	5%	19%	20%	53%	1,474	100

District of Columbia Fire and Emergency Medical Services Department Patient Survey Results (Charts) - FY 2016 (10/1/2015 to 9/30/2016)

Attitude of Crew

Did Fire and EMS personnel act courteous and respectful?

■ Disagree ■ Neutral ■ Agree



Overall Satisfaction

Overall, how satisfied were you with the services you received?

■ Dissatisfied ■ Neutral ■ Satisfied

